

# Makotek News

MAKOTEK EMPLOYEE NEWSLETTER

MARCH 2022



*Happy St. Patrick's Day!*



Have something important to share? Email us photos, announcements, etc. and we will feature it on social media! Email us at [MakotekSocial@gmail.com](mailto:MakotekSocial@gmail.com)

## TABLE OF CONTENTS

Manager's Column • p. 2

---

Employees of the Month • p. 3

---

System of the Month • p. 4

---

Top Posts • p. 5

---

Storm Safety • p. 6

# Manager's Column

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## HOW TO BE SUCCESSFUL AT MAKOTEK

*Darryl Marquart - GM Western New York*

Your job at Makotek can be exciting and rewarding. As you know, your income is based on what you do. If you do more, you make more. It can be tricky, though. Some days it seems easier than others. To help you become great at what we do, here are some things that we must always pay attention to:

- Get a good night's rest and be ready to go.
- Start each day familiarizing yourself with your work.
- Maintain a positive attitude.
- It becomes too easy to alter your plan every day by prejudging areas and individual jobs- don't take the bait. Every job you have has potential income.
- Don't deviate. Focus on approximately 30-40 work orders per day, depending on the area covered.
- Run your complete route once through and then take a break. After a break, you can begin your second run-through after 3:30 p.m. It may be dark or approaching dark, but you will find the houses easily since you have been to each one already. You should make contact with half or more of the remaining orders because this is PRIME TIME!
- Once contact with the customer is made, always strive to leave with either a payment, partial payment, or equipment.

Things to remember when dealing with customers:

- Maintain professional appearance (refer to the Makotek Dress Code).
- Be trustworthy- they want to know that you are an **authorized representative** of the cable company. This begins with your vehicle being properly marked with signs and a clearly visible I.D. badge identifying you.
- Always treat the customer the same way you would like to be treated.
- Always refer to the customer by Mr. or Ms. (last name). It is inappropriate to refer to the customer by a first name without their permission. Be pleasant but remain within the scope of your job.
- Words and phrases such as Sir, Ma'am, Please, Thank-you, You're welcome, I understand, etc... will go a long way towards keeping the situation under control.
- Once you have completed the transaction, always be sure to leave the customer with a pleasant "Thank you. Have a nice day."

**This has been a time-tested recipe for success at Makotek.**

# Employees **OF THE MONTH** FEBRUARY 2022



## **MIDWEST - RUVIM PALKHOUSKI - ERIE, PA**

Ruvim Palkhouski is back at the top of the rankings again! This is his second top tech award from the Erie, PA region. Ruvim continues his consistency in saving customers and collecting equipment. His positivity in the office and out on the route are a great example for all to follow. We look forward to seeing Ruvim at the top every month. Keep up the great work, Ruvim!  
~ Tim Dodd, NEO Area Manager



## **EAST - ROBERT ROSEN - FAYETTEVILLE, NC**

Robert, Congratulations on #8, Employee of the Month! I'm amazed at how well you do this job. You always find a way to get it done! Thank you for setting a great example for your coworkers in the East Region!  
~Jerry D. Gouveia, GM



## **FL & NYC - PHILIP DEPALMA - FL**

Congrats Phil! Way to turn it up. You are a model tech that we strive to have all the new hires emulate. Keep up the good work and get yourself another one. Congratulations again on your well-deserved recognition.  
~Donnie Berry, GM



## **CALL CENTER - JAHADA HALL - LONGWOOD, FL**

Jahada has been with our team for just a short time (five months to be exact). In the short time she has been with us, she has developed into a great collector as well as an awesome team member. We look forward to watching her continue to grow with our team. Congratulations Jahada!  
~ Steve Dilly, GM.

# SYSTEM OF THE MONTH



## Florida

**FEBRUARY 2022**

Great Job FLORIDA TEAM! What else can we say? Our Florida Team continues to impress and overcome the obstacles in front of them each month. We couldn't ask for a better bunch of people. Keep up the great work, and we can get # 9 in a row...

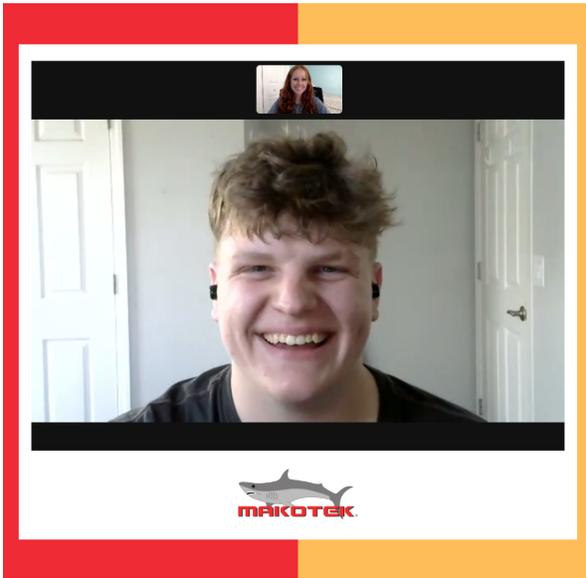
~Donnie Berry, GM

*The rankings include all techs with a ranking based on a combination of saves, money collected, disconnects, equipment recovered, and hours worked. Awards go to the Top Tech, in each of three regions. For being the winners, they will receive a Polo shirt, a Daypack, an Award Certificate, and an AmEx gift card. Please let your managers know if you have any feedback to improve future rankings. The standard has been set and everyone can look forward to new challengers next month.*



# Top Posts

FROM MAKOTEK SOCIAL MEDIA



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*Send your photos to [MakotekSocial@gmail.com](mailto:MakotekSocial@gmail.com) to be featured!*



# Preparing for Spring Storms



**Create a  
first aid kit**



**Have a battery-  
operated flashlight +  
extra batteries**

**Know when  
to take  
shelter**



**Check for  
updates  
and stay  
informed**

